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*Inspector General*

## Utah Office of Inspector General

### For Immediate Release

May 1, 2014

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### Utah OIG – “Driving a More Efficient State Government”

SALT LAKE CITY – The Utah Office of Inspector General (Utah OIG) has adopted a new motto: “Driving a more efficient state government”. The Utah OIG has taken this motto to heart and to the health care community.

The Utah OIG is tasked with providing oversight of Utah Medicaid, approximately a two billion dollar per year health care program. This responsibility involves identifying and correcting waste and abuse. Last fiscal year, the Utah OIG returned nearly \$25 million to the taxpayers.

However, the Utah OIG aims to improve efficiency through early intervention and provider trainings. Inquiries by the Utah OIG can be alarming to Medicaid providers but the Office is working hard to change that perception.

“Providers who treat Utah’s Medicaid recipients are an asset to our community. We want to partner with Medicaid to preserve these resources,” says Inspector General Lee Wyckoff. “Our office is placing greater emphasis on working with health care providers to correct small problems before they become big problems.”

For example, Dean Healey, a nurse and investigator within the Utah OIG’s Special Investigations Unit (SIU) frequently picks up the phone to call Medicaid providers. These calls usually clear up an honest mistake and help educate the provider on proper billing procedures. “We want the provider to get compensated for their services. These calls help us do this as a partner, rather than in a punitive manner,” says Healey.

“Billing for medical services is complicated,” says Wyckoff. “Our office is engaged in educating and communicating with Medicaid providers to help avoid billing issues and common pitfalls.”

In addition to individual outreach, the Utah OIG conducts statewide provider trainings. These trainings span across several counties and begin next month.

Wyckoff further states, “Our focus on early intervention and prevention appear to be paying off. We are experiencing positive feedback on almost every front. Providers now work cooperatively with the Utah OIG to achieve better outcomes for the health care community and taxpayers.”

The full Utah OIG provider training and outreach schedule can be viewed by visiting <http://twitter.com/utahoig>. You can also report suspected Medicaid waste, abuse, or fraud to the Utah OIG at (855) 403-7283.

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